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|  | **Resume** |
| **Geetha**  |  |  | **Geetha-394650@2freemail.com** |
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**Brief Overview**

I am seeking a position in a professional multi-tasking role. With my experience of working independently in Customer Service, Office Administration and HR, I look forward to professional growth by joining a reputed Organization. Throughout my career I was entrusted by my employer’s with responsibilities in key areas, which I always performed to my level best.

**Core Competence**

* Expertise in MS Office, having worked in Retail / Showroom / Mall management
* Ability to work under pressure and prioritize tasks
* Excellent Customer care Skills
* Flexible and self-motivated
* Time Management & Target Oriented.
* Ability to do multi-tasking
* Decision making & Problem solving skills.

**(Retail Division) - Mar 2018 to Nov 2018 as Dy. Manager HR**

* **Retail Apparels division with Manufacturing & Sales (Showrooms / Malls) -- partner for “World renowned Crocodile / Nike brands” in India**.
* **Responsible to visit Stores for time keeping & work assessment of the staff to advice the Management on status and changes, if required.**
* Responsible for entire gamut of core HR activities across PAN India
* Prepare HR documents including initial on-boarding of new employees, Such as employment contracts and new hire guides
* **Work assessment for analyzing RoI, for perusal of the Management**
* Organized quarterly sales Meetings.
* Headed a team of 05 associates of HR / Admin / Housekeeping.

**(HQ at Singapore) –**

From Oct 2013 – Oct 2017 worked as Senior HR Executive (Global)

 Spearheaded the Resourcing, Campus recruitment for the internal clients based across globe.

* Review and **maintenance of the HR data base in the ERP**, which includes but is not limited to, Payroll Data, Employment Contracts, Job Descriptions, Organizational Changes, Induction Programs and individual personal information.
* Framed the HR Policy document and implemented successfully which got appreciated by the Management
* Maintained all statutory documents, background check reports of out-sourced vendor’s /employees and update periodically as applicable.
* Interaction and coordination with Hotels and Airlines both domestic and international for travel arrangements to Management team.
* Effectively handled the feedback obtained through open house meetings and exit interviews
* Handled all functions like House Keeping, Maintenance, Security etc. by controlling vendors through stringent SLA’s and KPI.
* **Organized and successfully conducted Global & various meetings of Top Management at India, coordinating with counterparts from 11 Countries across the global, including USA/Indonesia/Singapore etc.**

 **(Jan 2011 – Oct 2013 - HR Sr Exec), Coimbatore Airport**

* Addressing queries and complaints of customers over the phone, through emails, in a timely and effective manner
* Posting jobs on job portals and on various social networking sites and scheduling interviews by coordinating with candidates and hiring managers.
* Design and management of Induction (On boarding) of all junior & managerial hires.
* **Conduct E-sat survey / Focus group and One on One’s.**
* Identification of training needs and nominating candidates for training.
* Planning, organizing various events on various occasions and during the visit of senior management functionaries from HO.
* **Coordinate and follow-up with other internal Departments, if required, for obtaining relevant information for resolution of queries of customers**
* **Assist in Planning & execution of hotel contracts for corporate rooms and travel and accommodation needs of business travelers of the organization**
* Preparation of monthly Management report and develop comprehensive review report on for constant monitoring of facilities activities

**(From May 2007 – May 2010 as “Security Assistant”), Chennai Airport**

**(From Nov 2006 – Apr 2007 as “Security Assistant”), Chennai Airport**

* Boarding Gate (SHA) announcements.
* Scheduling the meetings & travel for the Security Manager India
* **Conducting and monitoring the Physical check of the Passenger’s & their Baggage** .
* **Preparing incident reports and share with the management on regular basis.**
* **Coordinate for Airport Entry passes, and identification cards, and perform other security related duties**
* **Compile and update employee records in system ERP**.
* Managing attendance and leaves records (Time-Keeping).
* Maintenance & Handling the Uniform register & issuance of Uniform to various Stations.
* Coordinate with candidates, schedule interviews.
* Issuance of Offer letter/Employment Letter as per agreed terms.
* Conducting orientations for new hires.
* **Investigating and clearing Baggage discrepancy & PIR queries.**
* Maintenance of the Scanning Registers, Log Books, BCAS audit files, Circulars and BCAS records.

**Academic Qualification:**

* Post-Graduate in Master of Science (Information Tech) from Alagappa University - Karaikudi in December 2005.
* Post-Graduate in Master of Business Administration from Alagappa University - Karaikudi in 2013.
* **Security Certified IATA professional through Srilankan & Air Deccan airlines.**

**Personal Details:**

**Date of Birth**

**Visa Type & validity**

**Citizenship**

**Marital status**

**: 27th Apr 1981**

**: Visit visa valid till 26th Nov 2019**

**: Indian**

**: Married**